



User Guide

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MetroFax User Guide

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Get Started

This section is designed with the new MetroFax user in mind. Just step through the topics in this section, and you'll be viewing and sending your faxes like a pro in no time. Click a link below to skip ahead and read more:

- ▶ [Introduction to the Message Center](#)
- ▶ [View a Received or Sent Fax](#)
- ▶ [Send Faxes](#)
- ▶ [Update Your Account Preferences](#)

Find Your Way Around

Navigating in MetroFax MyAccount is easy. Just use the buttons in the navigation bar along the top of the screen.

View Faxes	Opens your MetroFax Message Center, where you'll go to view and manage your received faxes. Tools in the Message Center also let you resend and forward faxes.
Send Faxes	Opens the <i>Send a Fax</i> form that lets you send a fax from the web.
Account Details	Opens the Account Overview page, where you'll go to set preferences that control how your MetroFax account works.
Help	Opens this online-help section, where you'll find information on how to use your MetroFax account, as well as help on fixing problems and contact information for our Customer Service team.
Logout	Logs you out of your MetroFax account.

Account Access

MetroFax MyAccount is an online source for tools to view faxes, manage your account, and update billing information. Log in any time, day or night, to take advantage of all that MetroFax has to offer. If this is your first time using MetroFax, be sure to read **Get Started**.

To access MetroFax MyAccount:

1. Go to **<https://myaccount.metrofax.com/myaccount/>**.
2. Enter your **MetroFax Number**, including the country code and area code, and **Password** in the boxes provided. For example:
 - To log in using the number +1 323 555 1234, type **13235551234**.
 - To log in using the number +44 (0)20 7555 1234, type **442075551234**.



Note: If you have trouble logging in, click the **FORGOT PASSWORD** link for help.

Change Your MetroFax Password

MetroFax automatically creates a password for your account during sign-up; but for security purposes, you should change it after your first login.



Note: Your password is shared by all fax numbers on your account.

To change your password:

1. Log into MetroFax MyAccount at **<https://myaccount.metrofax.com/myaccount/>**.
2. Click **Account Details**.
3. Click the **Profile** tab.
4. In the **Password** section, click **Edit**.

5. Enter your **Current Password**, the **New Password**, and **Confirm Password**, then click **Update**.



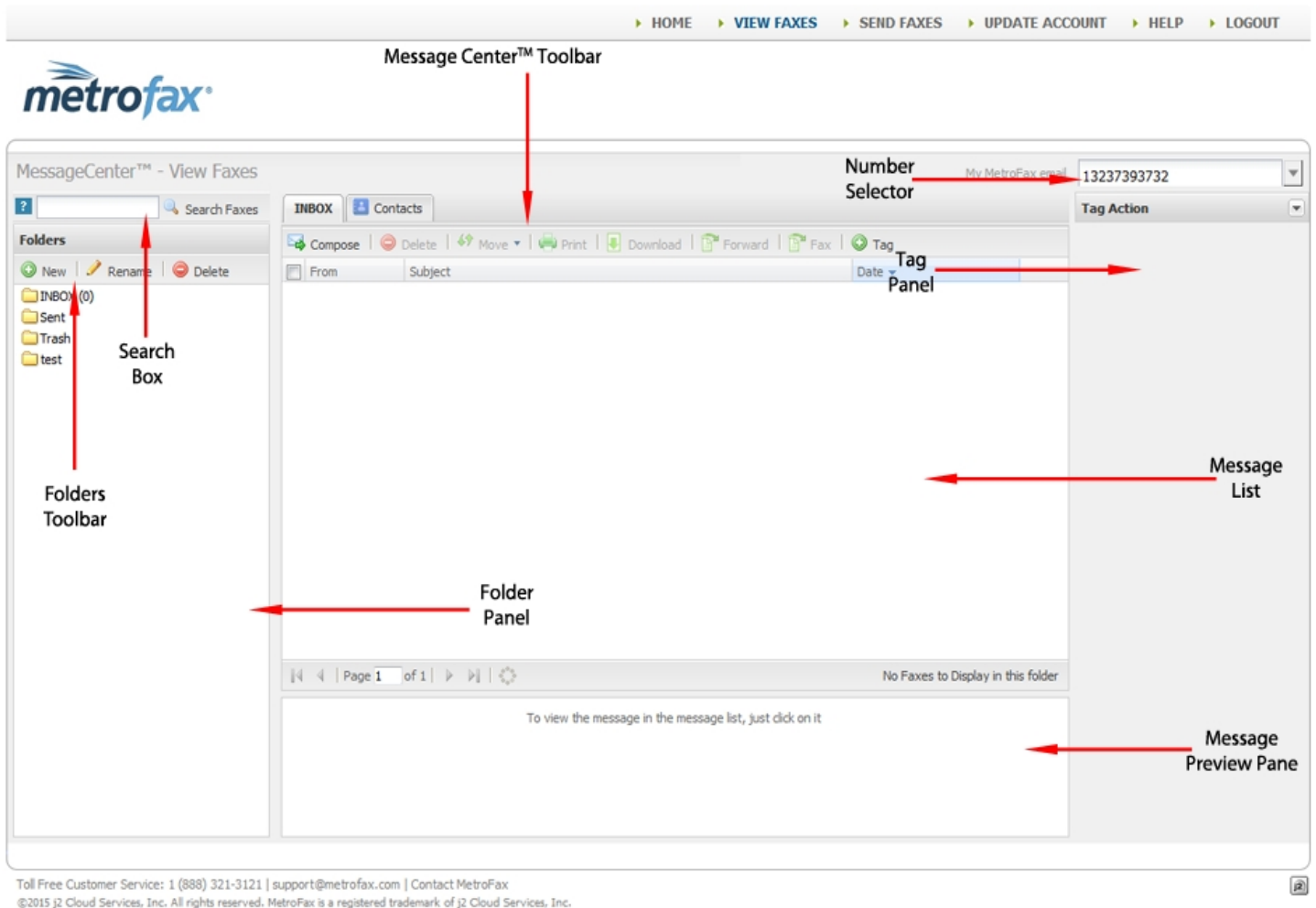
Tip: Passwords should be between 8 - 20 alphanumeric characters and may include the following punctuation: ! @ # \$ % ^ & * () < > { } [] ; : .

About Message Center

Message Center is an online inbox in MetroFax MyAccount where you can access your stored faxes that you've sent and received. From Message Center, you can view, forward, and resend your stored faxes. Message Center also offers an extensive set of tools to help manage your stored faxes. Since Message Center is online, you can access your faxes anytime, anywhere you have a connection to the internet.

The Message Center Interface

Message Center is divided into different panes, each with a specific purpose. Some panes also include a toolbar that provides access to additional Message Center tools. The image below shows the elements of the Message Center interface:



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Here's a summary describing what each part of Message Center does:

Folders Panel	Displays folders associated with your MetroFax account
Folders Toolbar	Contains tools for managing your Message Center folders
Search Box	Lets you search your faxes
Message Center Toolbar	Contains tools for working with faxes.

MetroFax Number Selector	Displays faxes from other fax numbers on your MetroFax account
Message List	Displays messages in the folder selected in the Folders pane
Message Preview Pane	Displays the first page of the fax selected in the message list
Tag Panel	Lets you add or edit tags applied to a fax

View a Received or Sent Fax

View a Received Fax

Faxes received at your MetroFax number will arrive in your e-mail inbox attached to an e-mail. A copy of the fax will also be delivered to your **Message Center** so you can access your faxes online, even when you can't access your email.

MetroFax customers may receive a total number of pages based on their monthly plans, with unlimited storage in the Message Center. Your faxes will be available until you delete them.

To view a received fax in Message Center:

1. Log into MetroFax MyAccount at <https://myaccount.metrofax.com/myaccount/>.
2. Click **View Faxes**. The Message Center opens and displays the faxes in your **Inbox** folder.
3. To preview only the first page, single-click the **Subject** of a fax in the list; to view the full screen in a tab, double click the **Subject** of a fax in the list; and to view faxes .received by another fax number on your account, select that number from the drop-down list in the top right corner of the Message Center.

To view a fax you received via email:

1. Log into your email account.
2. Find and open the email message from **MetroFax [message@inbound.metrofax.com]**.
3. Click on the attachment to open the fax.



Note: The default file format for delivered faxes is Adobe PDF (free **Adobe Reader software** is available at <http://get.adobe.com/reader/otherversions>).

Users can change their fax-file format preference by changing their account preferences in **Account Details > Preferences > Receive Fax Options**.

View a Sent Fax

MetroFax saves a copy of each fax sent from your MetroFax number in the **Sent** folder in Message Center. You can view your sent faxes any time just by logging in and checking in Message Center.

To view a sent fax in Message Center:

1. Log into MetroFax MyAccount at <https://myaccount.metrofax.com/myaccount/>.
2. Click **VIEW FAXES**.
3. In the Message Center **Folders** pane, click the **Sent** folder. The Message Center displays your sent faxes in the message list.
4. To preview only the first page, single-click the **Subject** of a fax in the list.
5. To view full-screen in a tab, double-click the **Subject** of a fax in the list.

Resend a Fax

MetroFax Message Center makes it easy for users to resend a fax.

To resend a fax:

1. Log into MetroFax MyAccount at <https://myaccount.metrofax.com/myaccount/>.
2. Click **VIEW FAXES**.
3. In Message Center, check the box next to the fax you'd like to resend.
4. Click **Fax** in the Message Center toolbar.
5. Fill out the **Send a Fax** form (via **Send Faxes Via the Web or Email**), and then click **Send Fax**. Your original fax will automatically be added as an attachment to the **Send a Fax** form.



Note: You can also resend failed faxes from your sent-faxes activity log (see [View, Export, or Print Fax Usage/Activity Logs](#)).

Forward a Fax

MetroFax Message Center makes it easy to forward, via fax or e-mail, a copy of a fax previously sent or received.

To forward a fax via fax:

1. Log into MetroFax MyAccount at <https://myaccount.metrofax.com/myaccount/>.
2. In Message Center, check the box beside the fax or faxes you'd like to forward.
3. Click **Fax** in the Message Center toolbar.
4. Fill out the **Send a Fax** form (via [Send Faxes Via the Web or Email](#)), then click **Send Fax**.



Note: Your original fax will automatically be added as an attachment to the **Send a Fax** form. If you forward multiple faxes, each will be added as a separate attachment.

To forward a fax via email:

1. Log into MetroFax MyAccount at <https://myaccount.metrofax.com/myaccount/>.
2. In Message Center, check the box beside the fax or faxes you'd like to forward.
3. Click **Forward** in the Message Center toolbar.
4. In the **Forward Faxes** dialog, enter the destination email address in the box provided; then click **Forward**.



Note: If you forward multiple faxes, each will be sent in a separate email.

Search for Faxes

Via the MetroFax Message Center, you can search for any fax by keywords, which are stored automatically upon receipt of a fax. Or, you can search by **tags** that you have manually applied to your faxes.

Each time you receive a fax, the MetroFax Message Center does a full-text scan of all of your fax content, including headers (i.e. **To, From, Date, Subject, Caller ID**) and identifies keywords to store. Message Center then indexes those keywords for future fax retrieval. Keywords are available for searching within five minutes after a fax is received.



Note: The **Search** function does not work for foreign-language keywords.

To search for faxes:

1. Log into MetroFax MyAccount at <https://myaccount.metrofax.com/myaccount/>.
2. Click **VIEW FAXES**.
3. In the **Search** box, type one or more keywords or tags.
4. Click **Search Faxes**. A new tab opens in the message panel and displays your search results.



Note: The search-results display matches for both sent and received faxes for all numbers on your MetroFax account.

Print Faxes

This feature generates a printable version of your selected fax(es) in another browser window.

To print a fax:

1. Log into MetroFax MyAccount at <https://myaccount.metrofax.com/myaccount/>.
2. Click **VIEW FAXES**.
3. In Message Center, check the box(es) next to the fax(es) you'd like to print.
4. Click **Print** in the Message Center toolbar. Your selected fax(es) appear in a new browser window.
5. In the **Print** dialog box that appears, configure your document-output settings.
6. Click **Print**.

Download a Fax

While your faxes are always saved in the Message Center, you can also download your faxes to your hard drive. You might want to download a fax for printing, for editing, or to have an accessible copy when you're not online.

To download a fax:

1. Log into MetroFax MyAccount at <https://myaccount.metrofax.com/myaccount/>.
2. Click **VIEW FAXES**.
3. In Message Center, check the box next to the fax you'd like to download.
4. Click **Download** in the toolbar.
5. Save the file to a folder on your PC.



Note: If you've selected multiple faxes, they'll all be placed into a single ZIP file for download. You can also select files that you uploaded into MetroFax for download, back onto your desktop.

View, Add, or Edit Contacts

Contacts is your MetroFax Message Center address book. Store the names and fax numbers of people you send faxes to frequently, to make sending faxes quicker and easier. When sending a fax by using the **Send a Fax** form (via **Send Faxes Via the Web or Email**), select **Choose from Contacts** to automatically fill in the form's recipient list.

To view, add, or edit your contacts:

1. Log into MetroFax MyAccount at <https://myaccount.metrofax.com/myaccount/>.
2. Click **VIEW FAXES**.
3. Click the **Contacts** tab at the top of the Message Center. Your contacts are listed alphabetically.
4. To add a new contact: Click **Add**, enter the contact information, and then click **Save**. To edit: Select the contact, click **Edit**, update the contact information, then click **Save**



Note: It is not possible to create contact groups in Message Center.

Import and Export Contacts

You can import contacts from *Gmail*, *Yahoo! Mail*—or import/export your contacts list from/to a .csv (comma-separated value) file.



Tip: Want to import your *Outlook* address book? Export it as a .csv file from *Outlook*, and import the .csv file to MetroFax!

To import contacts into MetroFax from *Gmail* or *Yahoo! Mail*:

1. Log into MetroFax MyAccount at <https://myaccount.metrofax.com/myaccount/>.
2. Click **VIEW FAXES**.
3. In the Message Center, click the **Contacts** tab.
4. Click **Import** in the Message Center toolbar.
5. Select your email provider from the drop-down list.
6. Enter your -mail address and password, then click **Import**. Your outside contacts will load into your MetroFax address book.

If you have a large number of contacts to add from another address book, you can import these contacts into MetroFax contacts by using a .csv, file. You will need to export the file from your outside email client before importing it into MetroFax.

Your .csv file must contain the following columns: **First Name, Last Name, Company Name, Email Address, Fax Number, Country**.

To import a .csv file into MetroFax contacts:

1. Log into MetroFax MyAccount at <https://myaccount.metrofax.com/myaccount/>.
2. Click **VIEW FAXES**.

3. In the Message Center, click the **Contacts** tab.
4. Click **Import** in the Message Center toolbar.
5. Select **Import CSV File**.
6. Browse your PC for the .csv file.
7. Once the file is selected, click **Open**. Double-check that the correct file is listed under **File to Import**.
8. Click **Import**.

To export your MetroFax contacts: (These steps let you export your contacts list to a .csv file for use outside of MetroFax.)

1. Log into MetroFax MyAccount at <https://myaccount.metrofax.com/myaccount/>.
2. Click **VIEW FAXES**.
3. In the Message Center, click the **Contacts** tab.
4. Click **Export** in the Message Center toolbar.
5. In the confirmation dialog, click **Export** to save the .csv file to your PC.



Note: *Safari* users should option-click **Export** to save the file.

Send Faxes via the Web or Email

You can send faxes directly from the Message Center or by email. No matter which method you use, a copy of each fax you send will be saved in the **Sent** folder in the Message Center. You'll also receive an email receipt notifying you that your fax was sent successfully or advising you of the reason for failure.

Send a Fax via the Web

When using MetroFax, you can send files from the MetroFax website, similar to attaching documents to an email, along with an optional cover page. MetroFax supports a wide variety of file formats that includes most common programs.

Send a Fax



Add Recipient(s)

Choose From Contacts

Alexander Jordan

United States

Mechanics Bank

15142223399

Add



Remove



Recipient List (Maximum 50):

Include Cover Page

Release Form

Mr. Jordan,

Please sign and return. Thanks!

Attachments:

Browse...

You can add up to 10 documents or up to 18 MB ([Supported File Types](#))

Reference ID:

Send Receipt



Fine(Better Q



1. Log into MetroFax MyAccount at <https://myaccount.metrofax.com/myaccount/>.
2. Click **SEND FAXES** to open the **Send a Fax** form. (You can also open this form by using the **Compose** button in your Inbox.)
3. **Add Recipient(s)** by filling in the following fields:
 - **Name**
 - **Company**
 - **Country**
 - **Number**



Note: The country selected in the **Country** drop-down menu provides the correct dialing prefix in the **Number** field.



Note: Be sure to remove all formatting in the **Number** field. For example, **1-202-555-1234** should be entered as **12025551234**.

4. Click **Add**.



Tip: Alternatively, click **Choose From Contacts** to select a recipient from the MetroFax address book. The fields listed above will be filled in automatically.

5. To add multiple recipients, repeat steps 3 - 5 for each recipient.
6. If the **Include Cover Page** option is checked, provide a **Subject** and **Message** for the cover page, in the text fields that open.
7. Attach documents as needed, using the **Browse** function.
8. Provide a **Reference ID** to identify the fax as belonging to a particular issue, case, or campaign. (This is an optional field.)
9. Indicate the email address to which the confirmation receipt will be delivered. (The default confirmation address is provided. Change this only if a different address from the default is needed.)
10. Select a fax transmission **Quality**.
11. Click **Send Fax**.

Send a Fax via Email

You can send a fax from any standard email program, or by using a web-based email service like *Yahoo* or *Gmail*. Create an email, then attach up to 10 files (20MB maximum) you want to fax. If you attach multiple files, MetroFax combines the files into one fax in the order they were attached to the email.

1. Open your email program, and create a new email message.



Note: You must send the email from an email address in your **Send-Email Addresses** account preference (see **Update Account Preferences**).

2. In the **To** field, enter the recipient's fax number, followed by **@metrofax.com**. Additional options are described in the next section. For example:
 - To send to the US fax number **+1 323 555 1234**, type **13235551234@metrofax.com**, where **1** equals the country code; **323**, the area code; and **5551234**, the fax number.
 - To send to the UK number **+44 (0)20 7555 1234**, type **442075551234@metrofax.com**, where **44** equals the country code; **207**, the area code; and **5551234**, equals the fax number.
3. Attach up to 10 files you want to fax to your outgoing email message (maximum 20MB).
4. To include a cover page, type the cover-page text in the body of the email message.
5. Send the email.

Add a Cover Page

Adding a cover page to your fax lets you include a short message to the recipient, which provides some context for the document sent to them. With MetroFax, there are several options for including a cover page with your fax.

MetroFax Default Cover Page

MetroFax will automatically format a cover page for you when sending a fax by with the **Send a Fax** form online or through email (via **Send Faxes Via the Web or Email**).

If sending a fax online, check the box next to **Include Cover Page**. Fill out the **Subject** and **Message** fields.

If sending a fax through email, any text included in the **Body** of the e-mail message will be included as a cover page. The **Subject** of the email will be used as the **Subject** of the cover page. Use the **To** field to specify cover-page options, such as recipient name, sender name, and company name.

Your Own Cover Page

Using the default cover page generated by MetroFax is optional. If you would prefer to use a cover page of your own design, you can turn off the default cover page and attach your cover page to the outgoing fax as a separate file. Your cover page can be created in any file format currently supported by MetroFax for sending faxes.



Note: You will need to attach the cover-page file as the very first attachment when sending your fax, to be sure it is the first page transmitted.

To turn off the default cover page:


- From the **Send Fax** form online, uncheck the **Include Cover Page** option.
- When sending through email, leave the **Body** of the email blank (this includes removing any automatic signatures you may have set).

Default Cover-Page Options

In addition to the **To** line options for cover pages described in the "Send Faxes Via Email" (see **Send Faxes via the Web or Email**), when there is any text in the body of the email, an automatic cover page will be generated. This automatic cover page may be managed through the use of tags. The available tags are:

- **{nocoverpage}** - Disables the automatic cover page, and hides all text in the body of the email.
- **{showbodytext}** - Displays any text, in the body of the email, as plain text.

To use these tags, simply enter them as the first line of text in the body of the email. (Or, if using both tags, enter them as the first and second lines of text.) The tags may be used separately, together, or not at all.

Tags Used	Cover Page Result
No Tags (No body text)	No cover page will be generated.
No Tags (Body Text)	An automatic cover page will be generated. The text in the body of the email will be entered as Comments ; and any recipient information in the To: field will be entered in the appropriate fields on the cover page.
{nocoverpage}	No cover page will be generated, and any text in the body of the email will be ignored.
	<div style="border: 1px solid black; padding: 10px;">  Note: Use this tag in the body of the email to prevent signatures automatically added, by email clients or servers, from being sent as a cover page. </div>
{nocoverpage} {showbodytext}	No cover page will be generated. Text in the body of the email will be sent as the first page(s) of the fax, formatted as plain text.



Note: Each of the examples above does NOT require the additional **To** line options described in "Send Faxes Via Email" (see **Send Faxes via the Web or Email**). These are completely separate ways of setting cover-page options. Do not combine these options.

About the **Account Overview** Page

Account Overview is where you go to edit your account preferences, view usage, or update account information.

To get to the **Account Overview** page, just click **Account Details** in the in header on your MetroFax MyAccount page.

From **Account Overview**, you can:

Update your references	Set preferences that affect how your MetroFax service works.
Update your billing information	Edit the payment information for your MetroFax account, add a credit card, or view your bill.
View usage	View sent- and received-fax usage activity for your MetroFax account.
Update your customer profile	Edit the profile information of your MetroFax account.

Update Account Preferences

You may customize your settings according to your needs. Available account options depend on your current plan.

Current Plan	Displays your current plan. An Upgrade link is available for <i>Free</i> and <i>Plus</i> users. <i>Plus</i> and <i>Pro</i> users can also add fax numbers to the account, using the Add a Number link.
Language Preference	Set the language used for emails sent to you from MetroFax (affects entire account).
Time/Date Preference	Set the time zone and time/date format (affects entire account).

Default Home Page	Set the page (either MyAccount > Home or the Message Center) to display when you first log into <i>My Account</i> (affects single number, only).
Send e-mail Addresses	Edit a list of up to five email addresses from which outbound faxes may be sent (affects entire account).
Receive-Email Addresses	Edit a list of up to five e-mail addresses that will receive a copy of inbound faxes (affects single number, only).
Fax Options	Displays the current file format for faxes, as well as an Upgrade link.

To update your account preferences:

1. Log into MetroFax MyAccount at <https://myaccount.metrofax.com/myaccount/>.
2. Click **Account Details**.
3. Click the **Preferences** tab.
4. Click **Edit** beside the preference you'd like to update.



Note: If you have multiple fax numbers linked to one account, some preference settings will affect your entire MetroFax account, while others will affect only a single MetroFax number on your account.

5. Select the desired options—or edit information; then click **Update**. To remove information: Delete the text, then click **Update**.

About the Billing Tab

To edit billing and payment information for your account, click **Account Details** in the in header on your MetroFax MyAccount page; then click the **Billing** tab.

From the **Billing** tab, you can:

Edit your credit-card information	Change a card number, update an expiration date, or edit your billing address.
Add a default credit card	Customers on a monthly invoice billing plan can switch to credit-card billing by adding a default credit card for automated payments.
Add an alternate credit card	Add an alternate credit card to ensure continued service, should your primary card expire or become lost or stolen.
View billing statements	View current and past billing statements
Change your billing-statement preference	Turn delivery of billing statements by email on or off.
Change your usage-balance settings	Change your usage-balance reorder amount (i.e., the amount charged to your credit card to cover costs associated with usage above that included with your plan)

Edit Credit-Card Information

To ensure continued service, please keep your credit-card payment details current.



Note: For security purposes, you are required to re-enter all your details when you change any of your credit-card information.

To edit your credit-card information:

1. Log into MetroFax MyAccount at <https://myaccount.metrofax.com/myaccount/>.
2. Click **Account Details**.
3. Click the **Billing** tab.
4. In either the **Default Credit Card** or **Alternate Credit Cards** section, click **Edit**.
5. Edit the necessary information.
6. Click **Update**.

Add a Default Credit Card

If you're currently on a monthly invoice billing plan, you can switch from invoice billing to automated billing by adding a default credit card. That card will then be charged for your subscription and usage fees according to your plan.

To add a default credit card:

1. Log into MetroFax MyAccount at <https://myaccount.metrofax.com/myaccount/>.
2. Click **Account Details**.
3. Click the **Billing** tab.
4. In the **Default Credit Card** section, click **Add**.
5. Enter the information for your credit card.
6. Click **Update**.

Add an Alternate Credit Card

If you are on automated credit-card billing, you can add up to two alternate credit cards to ensure continued service, should your primary card expire; or become lost or stolen.

To add an alternate credit card:

1. Log into MetroFax MyAccount at <https://myaccount.metrofax.com/myaccount/>.
2. Click **Account Details**.
3. Click the **Billing** tab.
4. In the **Alternate Credit Cards** section, click **Add** (for your first alternate card) or **Add More** (for your second alternate card).
5. Enter the information for your alternate credit card.
6. Click **Update**.

Change Your Billing-Statement Preference

In addition to viewing your billing statements online, you have the option to receive them via email. This is an opt-in feature only and is not turned on by default.

To opt-in to receiving statements in email:

1. Log into MetroFax MyAccount at <https://myaccount.metrofax.com/myaccount/>.
2. Click **ACCOUNT DETAILS**.
3. Click the **Billing** tab.
4. Select an option for billing statement delivery:
 - I prefer to view my billing statements online only
 - I prefer to receive my billing statements via email
5. Click **Update**.

View Billing Statements

You can view your past billing statements online, to review details regarding your subscription charges to your credit card (monthly or annual, based on your service plan).

To view your billing statements:

1. Log into MetroFax MyAccount at <https://myaccount.metrofax.com/myaccount/>.
2. Click **View Faxes**.
3. Select the **Invoices** folder. (Billing-statement notifications display in the main window.)
4. Select a notice to open it in the message window, or double click it to open it in a new tab. (The full statement appears as an attachment.)
5. Click the attachment link to view the attachment.

Edit the Usage-Balance Settings

Your MetroFax plan may include free inbound-fax or outbound-fax pages as part of the subscription fee—however, usage exceeding amounts included with your plans is extra and is billed separately. For this purpose, MetroFax maintains a pre-paid usage balance. If your usage exceeds the amount included in your plan, MetroFax deducts the extra usage cost from that balance. To help ensure you have continued service, MetroFax automatically replenishes your usage balance when the amount drops below \$2.

The amount charged to your credit card to replenish the balance is determined by the **Reorder Amount** preference. The reorder amount is added to your remaining usage balance. For example, if your reorder amount is set to \$10, MetroFax will automatically charge \$10 to your credit card and add that \$10 to your usage balance when it drops below \$2.

You can view your current usage balance, and set the reorder amount on the **Billing** tab.

To edit your usage-balance settings:

1. Log into MetroFax MyAccount at <https://myaccount.metrofax.com/myaccount/>.
2. Click **Account Details**.
3. Click the **Billing** tab. The **Usage Balance** section displays your current balance.
4. To edit the reorder amount, click **Edit** in the **Usage Balance** section .
5. In the **Select a New Reorder Amount** list, select a dollar value (the minimum is \$10).
6. Click **Update**.



Note: If you regularly send or receive a substantial amount of faxes, you may wish to set a higher reorder amount to help reduce the number of separate reorder charges on your monthly credit-card statement.

View, Export, or Print Fax Usage/Activity Logs


To view a summary of fax usage for designated billing periods, and detailed usage logs for each of your fax numbers, navigate to the **Usage** tab by clicking **Account Details** in the header on your MetroFax MyAccount page.

On the **Usage** tab, you'll see a summary table with the following information:

Current Plan	Displays the current MetroFax service plan for your account.
Received Faxes	Displays the number of fax pages received since the start of the billing cycle (Shows received usage for a single fax number on your MetroFax account.)
Sent Faxes	Displays the number of fax pages sent since the start of the billing cycle (Shows sent usage for your entire MetroFax account.)
Storage	Displays the time period for which faxes will be stored in the Message Center.



Note: If you have multiple fax numbers linked to your account, the usage-summary table displays inbound-fax usage for a single fax

 number on your account. To display usage for another number, select the number in the **MetroFax Number(s)** list in the top-right corner.

To view detailed sent and received fax-activity logs:

1. Log into MetroFax MyAccount at <https://myaccount.metrofax.com/myaccount/>.
2. Click **Account Details**.
3. Click the **Usage** tab.
4. Click **Activity Log** beside the type of log you'd like to view:
 - **Received Faxes** - This log displays a list of faxes you've received. Logged fax activity includes the date and time, number of pages, type of activity, transmission duration, and the **From** sender's fax number.
 - **Sent Faxes** - This log displays a list of faxes you've sent. Logged fax activity includes the date and time, who it was sent to, the number of pages, how much of a charge was incurred, the subject, and fax status. Any faxes marked as **Failed** have a **Resend** link next to them.



Note: To display activity for a date range, select **From** and **To** dates, then click **Go**.

To print fax-activity logs:

1. Log into MetroFax MyAccount at <https://myaccount.metrofax.com/myaccount/>.
2. Click **Account Details**.
3. Click the **Usage** tab.
4. Click **Activity Log** beside the type of log you'd like to view: **Received Faxes** or **Sent Faxes**.
5. Click **Print Page**, located below the fax-activity-log table.
6. When the **Print** window opens, select your printer, and click **Print**.

Update Your Customer Profile

The **Customer Profile** contains your name, company name, email address, and telephone number(s). Please keep your contact details current to ensure you receive service updates.



Note: Your profile must contain at least one telephone number.

To update your customer profile:

1. Log into MetroFax MyAccount at <https://myaccount.metrofax.com/myaccount/>.
2. Click **Account Details**.
3. Click the **Profile** tab.
4. Referring to the table below, click **Edit** beside the information you'd like to update:

Name	The contact name for your MetroFax account. This name is inserted into fax cover pages sent via the Send a Fax form (see Send Faxes Via the Web or Email).
Contact email	Used to contact you with service updates, password resets, etc.
Password	A minimum 8-character combination of letters, numbers, and symbols used to log into MetroFax
Company Name	Your company name (optional)
Home Number	Your home telephone number
Work Number	Your work telephone number
Mobile Number	Your mobile telephone number

5. Enter the new information and click **Update**. (To remove information:Place your cursor in the field, delete the text, then click **Update**.)

Add Another Fax Number

Adding another fax number to your MetroFax account is convenient and affordable. Your new MetroFax number is immediately available for use.

To add another fax number:

1. Log into MetroFax MyAccount at <https://myaccount.metrofax.com/myaccount/>.
2. Click **Account Details**.
3. Click the **Preferences** tab.
4. In the **Current Plan** section, click the **Add a Number** option.
5. Select the **Domestic** or **International** tab.
6. Set your search criteria, using the available options.
7. Select a number from the search results, and click **CONTINUE**.
8. Click **ADD A NUMBER** to confirm your selection, and add the number to your account.

Upgrade Your Service Plan

You can upgrade your MetroFax service plan to get more value and save more money! To do so:

1. Log into MetroFax MyAccount at <https://myaccount.metrofax.com/myaccount/>.
2. Click **Account Details**.
3. Click the **Preferences** tab.
4. Beside the **Current Plan** section, click **Upgrade**.
5. Select an upgrade option, then click **Continue**.

Cancel Your MetroFax Account

We're sorry to see you go!

Before you do, have you contacted **Customer Support** for assistance with any technical issues you may be encountering?

To cancel your account:

- Log into MetroFax MyAccount at <https://myaccount.metrofax.com/myaccount/>.
- Click **Account Details**.
- Go to the **Billing** tab.
- Next to **Next Payment Date**, click **Cancel My Account**.



Note: Once your account is closed, any faxes stored online will no longer be accessible. Before you cancel your account: Be sure to download any documents you wish to keep .

Mobile Faxing with MetroFax

The MetroFax iPhone® and Android™ apps let you access your MetroFax account from your favorite mobile device. To access the application features, you must have an existing MetroFax account.

- Download the MetroFax app for the iPhone at <https://itunes.apple.com/us/app/metrofax-mobile/id421893907?mt=8> ; or log into your iTunes® account, and search for MetroFax in the App Store.
- Download the MetroFax app for the Android at <https://play.google.com/store/apps/details?id=metrofax.android.MobileFax>; or log into your *Google* account, and search for MetroFax in the Play Store.

MetroFax Mobile-App Help Pages

For both the iPhone and Android, tap **FAQs** to be taken to the in-device **Help** page.

Send feedback to MetroFax, using the email feedback feature in the MetroFax **Mobile Settings** screen (iOS and Android).

Metrofax Support

For support /contact information, click [here](#).

Appendix: Supported File Formats

MetroFax works with just about any major computer-application file, which means you can send all the file types listed below from your computer to any fax machine.

Document Type	Versions	Extensions	Category
Adobe Photoshop	v. 3.0 and above	PSD	Graphics
Adobe Portable Document Format	All versions	PDF	Cross-platform
Adobe Postscript	All versions	PS	Cross-platform
Amiga Interchange File Format	Raster Bitmap only	IFF	Graphics
Comma Separated Values Format	All versions	CSV	Spreadsheets
Compuserve Graphics Interchange Format	GIF87a, GIF89a	GIF	Graphics
Corel Presentations Slide Show	V. 96 and above	SHW	Presentations
Corel Word Perfect	v. 5.x., 6, 7, 8, 9, X6	WPD, WP5, WP6	Word Processing
MetroFax Messenger Document Format	MetroFax Messenger	EFX, HOT	Cross-platform
Encapsulated Postscript	All versions	EPS	Cross-platform
Hypertext Markup Language	HTML only with base href tag required	HTM, HTML	Publishing

jConnect Messenger Document Format	j2 Messenger	JFX	Cross-platform
Joint Photography Experts Group	All versions	JPG, JPEG	Graphics
Microsoft Excel	v. 5, 95, 97, 2000, 2003, 2007, 2010, 2013	XLS, XLSX	Spreadsheets
Microsoft PowerPoint	v. 4 and above	PPT, PPTX	Presentations
Microsoft Publisher	v. 98, 2000, 2002, 2003, 2007, 2010, 2013	PUB	Publishing
Microsoft Word	Windows: v.97, 2000, 2003, 2007, 2010, 2013; Mac: v.4, 5.x, 95, 98	DOC, DOCX	Word Processing
Microsoft Word Template	Windows: v.97, 2000, 2003, 2007, 2010, 2013; Mac: v.4, 5.x, 95, 98	DOT, DOTX	Word Processing
Microsoft Works Word Processor	v.4.x, 5, 6, 7, 8.x, 9	WPS	Word Processing
OpenDocument Drawing	All versions	ODG	Graphics
OpenDocument Presentation	All versions	ODP	Presentations
OpenDocument Spreadsheet	All versions	ODS	Spreadsheets
OpenDocument Text	All versions	ODT	Word Processing
PC Paintbrush Graphics	All versions	PCX	Graphics

Plain Text	All versions	TXT, DOC, LOG, ERR, C, CPP, H, SRC	Word Processing
Portable Network Graphics	All versions	PNG	Graphics
Quattro Pro	v. 6 and above	QPW, WB1, WB2, WB3	Spreadsheets
Rich Text Format	All versions	RTF	Word Processing
StarOffice Drawing	All versions	SXD	Graphics
StarOffice Presentation	All versions	SXI	Presentations
StarOffice Spreadsheets	All versions	SXC	Spreadsheets
StarOffice Text Documents	All versions	SXW	Word Processing
Tagged Image File Format	All versions	TIF, TIFF	Graphics
Truevision Targa Format	All versions	TGA	Graphics
Visio Drawing	v. 3 and above	VSD, VSDX	Graphics
Windows Bitmap	All versions	BMP	Graphics
Word Perfect Graphics	2.0 and above	WPG	Graphics